

Financial Services Division
Fort Worth, Texas
Serving the **Public Buildings Service**

Frequently Asked Questions

1. Where do I send my invoice or refunds?

Online invoicing is the preferred method of invoice receipt.
Go to Finance.gsa.gov

Mail invoices or other receipts as indicated:

Document Type	PO Box Number	Document Type	PO Box Number
Utilities (Fund 192) Regions 1 and 2	GSA PO Box 17239 Fort Worth, TX 76102-0239	Utilities (Fund 192) Regions W, 3, and 7	GSA PO Box 17128 Fort Worth, TX 76102-0128
Utilities (Fund 192) Regions 4, 5, and 6	GSA PO Box 17478 Fort Worth, TX 76102-0478	Utilities (Fund 192) Regions 8, 9, and 10	GSA PO Box 17448 Fort Worth, TX 76102-0448
Collections/Refunds (PBS) (lockbox)	GSA PO Box 894201 Los Angeles, CA 90189-4201	All Other Accounts Payable (including Funds 137, 142, and 192)	GSA PO Box 17181 Fort Worth, TX 76102-0181
Overnight (Lockbox) - PBS	GSA Attn: Box 4201 5860 Uplander Way Culver City, CA 90230	General Correspondenc e Canceling Treasury Checks	GSA PO Box 17068 Fort Worth, TX 76102-0068

2. How soon will I get paid?

Invoices are paid according to the Prompt Payment Act of 1988. Once we receive your invoice **and** your work has been accepted by the service office, your payment will be processed according to the contract terms; i.e. 30 days after receipt of the invoice or 30 days after the work is accepted-whichever is the later date.

3. Top three reasons to use the finance website (finance.gsa.gov)?

- Electronic invoices: Invoice electronically to avoid lost paper in the mail. Invoice is in the system within 30 minutes of submission, and it's free.
- Payment Search: Check the status of your invoice in our system.
- Email Notification: Get notification of when your invoice is scheduled to pay.

4. Do I need a password?

Yes. **One** password is all that's needed to access all information on our website.

5. How do you assign the password?

Passwords are assigned to Tax ID Numbers, not to companies or entities within a company.

The system allows three (3) e-mail addresses per Tax Id Number. These email addresses will receive the password and payment notifications. If changes are needed regarding the three (3) e-mail addresses, send the request, along with the Tax Id Number and the specific email addresses to add/delete to:

FW-PaymentSearch.finance@gsa.gov

6. What if I have questions about a payment or my invoice?

Preferred Method: Send an email to FW-PaymentSearch.finance@gsa.gov. Or call the Customer Support number at 817-978-2408. We will attempt to return your call or email within one business day.

7. How can I get paid quicker?

- Follow contract terms for invoicing instructions and requirements. Maintain communication with service office to assure prompt acceptance of goods or services.
- Offer cost effective discounts. See #8 below.
- Business name and remit to address on invoice must match the contract EXACTLY.
- Maintain current CCR registration. We cannot pay you if your registration has expired. Go to www.ccr.gov.
- Invoice electronically at finance.gsa.gov (include discount terms)
- Maintain accurate banking information in CCR.
- Include ACT#/PDN# from block 4 of your contract on all invoices and correspondence.

8. How do I input a discount on an electronic invoice?

InvoiceAdd - Microsoft Internet Explorer

Address: <https://www.finance.gsa.gov/webvendors/InvoiceAdd.aspx>

U.S. General Services Administration
Office of the Chief Financial Officer

Home Payment Search **Submit Invoice** View Invoice Help

GSA > GSA Finance > Web Vendors > Purchase Orders > Add Invoice Data Entry

GSA Serves
The American Public
Government Agencies
Business and Industry

You can not submit an invoice # that has been previously submitted to GSA under any PO. The invoice # must be unique.
Invoice Data Entry (Note: * fields are mandatory.)

Invoice Header

Invoice Date *

Invoice Number *

ACT Number

Pegasys Doc No.

Discount Days

Discount Percentage %

1% Enter as 1, 1/2% Enter as 0.5, 1/4% Enter as 0.25

Vendor Remittance Information

Name

Address Line 1

Address Line 2

Address Line 3

City

State: TX

Delete	Line No.	Quantity*	Unit*	Unit Cost	Amount*	Item No.	Description*	Ship Date	Begin Date	End Date
<input type="checkbox"/>	1	<input type="text" value="0"/>	EA	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Note: Both Invoice Date and Invoice Number are required to proceed further.

Add a New Invoice Detail Line Delete Marked Invoice Line

9. Questions?

Email FW-PaymentSearch.finance@gsa.gov